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Conference Abstract

A conceptual framework for evaluation of care integration initiatives

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Abstract

Background: The Basque Country has been implementing integrating care policies since 2010. One of the cornerstones of this strategy has been the launch of Integrated Health Care Organisations to integrate under the same structure Primary and Secondary Care Services [1]. In this context, it was deemed necessary to provide the Basque Health Service with an evaluation framework and with appropriate tools that allow a full assessment of these initiatives.

Objective: To develop and test in the Basque Health System a conceptual framework (Figure 1) for evaluation of care integration initiatives oriented to systemic, large scale, population-based changes in health and social care systems.

Methods: A literature review on systematic reviews of integrated care; large-scale transformation; organizational learning; high performing organizations; social innovation and implementation science was performed between October-November 2013.

Results: An initial framework was developed by the research team and later validated by 3 external experts. The first version of the framework and accompanying questionnaires and metrics was tested in integrated delivery organizations in the Basque Country.

Conclusions and lessons learnt: The resulting framework is useful for managers and clinicians willing to see the impact of their care integration initiatives, particularly when these initiatives involve multicomponent changes where the causal attribution between care integration initiatives and integrated care related outcomes is complex.

Limitations and suggestions for future research: Despite the fact that the assessment framework is useful for clinicians and managers, the tools to evaluate the patient's experience of care need to be further developed and incorporated to the integration assessment process in a more systematic way. Similarly, an in-depth analysis needs to be done to identify indicators related to integrated care that better fit within the Triple Aim model.

Keywords

evaluation framework; integrated care; systematic review; basque country

References

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